

**“Our Standards of Conduct”  
for Employees, Church Service Missionaries and Volunteers  
at the Family History Library**

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**1. Introduction**

The content for this document is based upon “Our Standards of Conduct” published by The Church of Jesus Christ of Latter-day Saints. The principles, while in some instances go beyond the requirements of the law, represent minimum standards of conduct for all who act on behalf of Church-affiliated entities. These standards apply to all Employees, Church Service Missionaries, and Volunteers at the Family History Library (referred to as workers for the rest of this document.) As Employee agreement is handled by HR, the rest of this document will be focused on policies for Church Service Missionaries and Volunteers.

**What Is the Scope and Purposes of Our Standards?**

Our Standards are minimum responsibilities that workers are expected to fulfill, both in letter and in spirit. These responsibilities include abiding by applicable legal requirements and demonstrating the highest principles of ethical conduct – regardless of whether those requirements or principles are spelled out in Our Standards of Conduct. Workers should also comply with other Church policies, such as human resource, finance, and computer usage policies. Ignorance of Our Standards of Conduct does not excuse you from compliance. No one has the authority to approve illegal or unethical acts by anyone acting on behalf of the Church. If you are faced with this situation, speak up.

**What Happens if I violate Our Standards of Conduct or the Law?**

Workers at the Family History Library who violate the applicable law or Our Standards of Conduct may be subject to corrective action, including involuntary release from volunteer service. Any violation of law is a violation of Our Standards of Conduct. Failure to report a violation of Our Standards of Conduct, retaliation against someone else for reporting a violation or cooperating in an investigation or lying or withholding relevant information in making a report or in an investigation also violate Our Standards of

Conduct. Workers who commit criminal acts may also be subject to criminal prosecution. All workers are expected to cooperate fully in authorized internal and external investigations of potential violations of Our Standards of Conduct.

### **Asking Questions and Raising Concerns**

The Church can only live up to its commitment to act with integrity if workers speak up. You should speak up if:

- You are unsure about the proper course of action and need advice.
- You believe someone acting on behalf of the Church is doing, has done or may do something unlawful or that violates Our Standards of Conduct.
- You believe you may have been involved in misconduct, even inadvertently.

Each of us should report violations of Our Standards of Conduct (even if the violation is motivated by a misguided attempt to benefit the Church) by anyone (regardless of their position).

Good intentions do not justify improper conduct. If you do not report a violation, you could be held accountable and subject to corrective action, even though you were not involved in the original violation.

### **Whom Should I Contact for Help or to Raise a Concern?**

If you have a question about how to act ethically and appropriately in a situation, ask. Normally, address your questions to your supervisor first. If your supervisor cannot answer your question, you may consult with your supervisor as to whom to contact for assistance. If you feel you cannot speak with your supervisor, you may also contact the human resource (“HR”) manager for your department or area.

### **No Retaliation**

Workers at the Family History Library who in good faith lawfully and truthfully seek advice or report, including by contacting the standards line, or participate in an investigation of any apparent violation of Our Standards of Conduct, or who seek protection under applicable laws, must not be subjected to any form of retaliation. Any worker at the Family History Library who engages in retaliation will be subject to corrective action, including involuntary release from volunteer service.

## **2. Personal Conduct in the FHL**

### **Religious Expectations and Views**

The Family History Library (FHL) is owned and operated by the Church of Jesus Christ of Latter-Day Saints (referred to as the Church for the rest of this document.) Workers at the F.H.L who are members of the Church are expected to either hold a current temple recommend or be certified by their bishop or branch president as worthy of holding a temple recommend.

Workers at the FHL, who are not members of the Church are expected to direct guests with doctrinal questions or who request assistance with temple ordinances to a member volunteer. The non-member volunteer is also expected to be respectful towards the Church and its doctrines (i.e. the trinity, temple worship, priesthood, Book of Mormon, Joseph Smith, etc.)

### **Highest Level of Integrity and Conduct**

During the time that you are a worker at the FHL, you represent the library at all times - not just during business hours.

Consequently, we expect the highest level of integrity and conduct at all times, whether at or away from the Family History Library. Conduct at work or elsewhere that is detrimental to the reputation of the FHL or the Church, may result in corrective action, or involuntary release from volunteer service.

Workers at the FHL must avoid viewing pornography. Those who view, attempt to view, or distribute pornography at the FHL, on Church property, or anywhere using Church provided technology (as defined in the Technology Use policy), will be involuntarily released from volunteer service.

Any Church Worker who is using tobacco, alcohol, or illegal drugs at the FHL is subject to involuntary release from volunteer service.

### **3. Dress and Grooming**

Family History Library workers are expected to dress modestly and in a conservative, professional, business-appropriate manner. Extreme clothing of any kind or style should be avoided. Shoes should be in good repair and shined. Athletic or similar shoes, regardless of color, should be avoided. Casual sandals or flip-flops are not acceptable. Clothing should be clean, well-cared for and neatly pressed. Denim and other casual fabrics and materials should be avoided. The fit and style of clothing for both men and women should be modest. The following guidelines should be followed:

#### **Women**

Professional, business-appropriate attire includes skirts or dresses of at least knee length, pantsuits and professional dress slacks. Skirts with immodest slits and split skirts are not acceptable.

#### **Men**

Dress slacks with white or light-colored shirts and ties are appropriate. Casual fabrics such as denim or khaki are not acceptable.

Extreme hairstyles are not acceptable. Hair should be clean and neatly combed. Sideburns below the earlobes and beards are not acceptable. Mustaches, if worn, should be neatly trimmed and not extend beyond the corners of the mouth. Men's hair length should be above the collar.

High standards of personal hygiene and cleanliness are expected. Cologne and perfume should be used sparingly, with sensitivity to allergies of co-workers.

#### **Uniforms**

If the Family History Library management decides that uniforms are required for workers, the uniforms will be provided by the library for employees. All other workers will need to purchase uniforms to meet dress standards.

### **4. Attendance Expectations**

During your time as volunteer at the FHL your shift coordinator will expect that you are on time to your assignment. If you need to be absent, you will be expected to notify the shift coordinator and find a substitute for your shift. If you are absent 3 times without prior notification, then you will be involuntarily released from volunteer service.

### **5. No Discrimination or Harassment**

Each of us has a responsibility to maintain a workplace that fosters mutual respect. Discrimination and/or harassment in any form, and sexual harassment in particular, are prohibited. Specifically, the Church prohibits discrimination and/or harassment that is sexual or related to race, national origin, color, gender, pregnancy, marital status, age, disability, genetic information, veteran status, or any other

legally protected categories that apply to the Church. Workers should not harass, threaten, or degrade any person. Harassment may include words, gestures, or actions that annoy, alarm, or abuse another person or create an intimidating, hostile, or offensive working environment. Harassment also includes derogatory or degrading remarks, slurs and inappropriate jokes and epithets.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and any other verbal, non-verbal or physical conduct of a sexual nature. When submission to that conduct is a term or condition of employment, it affects employment decisions, unreasonably interferes with a person's work performance or creates a hostile or offensive work environment.

Examples include but are not limited to:

- Verbal conduct such as talking about sex or sexual feelings, telling sexual jokes or stories, asking personal questions about dating or sexual life, making sexual comments or innuendoes, whistling or making other suggestive sounds, repeatedly asking for dates or other personal attentions.
- Nonverbal conduct such as displaying, emailing, or texting materials with sexually suggestive words or pictures, making sexual gestures, giving items of a sexual or personal nature, staring at a person's body or clothing, leering, looking a person up and down, blocking a person's path, hindering a person's movement, or standing closer than appropriate.
- Physical conduct such as kissing, hugging, or massaging another person or intentionally touching another's body, clothing, or hair.

If you feel you have been discriminated against or harassed, you should immediately report the incident to your supervisor. If you believe your supervisor is involved in the alleged misconduct or you are otherwise uncomfortable reporting your concern to your supervisor, you may instead report the incident to any other manager in your department or area, the HR manager for your department or area, the Standards Line, or the Director, HR Legal Services & Standards Officer.

You are encouraged to report immediately any incident of discrimination or harassment you witness. Although not required, you are encouraged to tell the person engaging in the discriminating and/or harassing conduct that it is unwelcome, offensive and should stop at once.

The Church will investigate all reports appropriately, as confidentially as possible and will take prompt action, up to and including involuntary release from volunteer service, against any FHL Worker found to engage in discrimination and/or harassment. Any FHL Worker who knowingly makes a false claim will be subject to corrective action. If appropriate, you will be notified of the resolution of your report.

## **6. Applicants and Employees with Disabilities**

The Church complies with applicable laws regarding applicants and employees with disabilities, such as the Americans with Disabilities Act ("ADA".) In its application and interview process, the Church affords equal opportunity to and makes reasonable accommodation for, all persons with a disability who meet the skill, experience, education and other requirements of the desired position. Qualified persons with a disability will have the opportunity to explain or demonstrate the ability to perform the essential functions of the desired position. As needed, the Church will make reasonable accommodations for qualified applicants or current employees with a disability who receive an offer, so they may perform the essential functions of the job, provided this does not result in an undue hardship to the Church.

## **7. No Workplace Violence**

The Church will not tolerate violence in the workplace. Any worker who engages in or threatens workplace violence is subject to corrective action, including involuntary release from volunteer service. Workplace violence includes physically harming another, brandishing weapons, shoving, pushing, fighting, hitting, biting, kicking, threatening gestures, intentionally damaging anyone's property at work, or the Church's or a worker's property anytime, stalking, excessively visiting, calling or emailing another worker, any other intimidating, coercing or deliberate, unwelcome conduct, threatening or talking of engaging in any of these activities and any other threatening behavior.

No one except authorized law enforcement personnel may have a weapon on Church property or carry a weapon while performing services for the Church. Weapons include guns, knives, explosives and other items designed to inflict bodily harm.

Workers who feel threatened by another person in connection with their work, or who witness any workplace violence or violation of this policy, should immediately report the incident to their supervisor or the HR manager for their department or area, the Standards Officer, the Managing Director or the Director for Temporal Affairs for your department or area, the Church Security Department, or the Standards Line described above.

The Church will investigate all reports of a violation of this policy as confidentially as possible. Workers who violate this policy are subject to corrective action, including involuntary release from volunteer service. Any worker who knowingly makes a false claim will be subject to corrective action. As appropriate, they will be notified of the resolution of your report. The Church may require a worker who commits workplace violence to participate in counseling and submit a fitness for duty certificate from a health care professional, satisfactory to the Church, as a condition of continued service and/or before allowing the worker to return to the workplace.

## **8. Right to Monitor/Inspect**

The Church reserves the right to enter and inspect all work areas (including but not limited to offices, desks, cabinets, computer files, storage rooms and lockers) for any reason, with or without notice and whether or not the space has been secured by the worker. The Church may also conduct audio and video surveillance of its premises where permitted by law.

The Church may monitor telephone conversations and text and e-mail communications at work or on Church equipment, may retrieve voice and electronic messages in the process of monitoring customer service and may use the results to determine if any of its policies have been violated.

## **9. No Retaliation**

Workers who report or participate in an investigation of discrimination, harassment, workplace violence, any other policy under Our Standards of Conduct, or who seek protection under U.S. or local laws governing employment and/or working conditions, must not be subjected to any form of retaliation. Co-workers must not retaliate against a worker who reports an incident of discrimination, harassment, or workplace violence.

## **10. Doing Business with Others**

### **General Guidance**

When applicable to assignment, workers should develop relationships with other parties, such as vendors, suppliers and other contractors (collectively referred to as "Contractors"), in fair, honest, lawful and ethical ways. Anything that would be improper for us to do ourselves is improper for someone else

to do for us. For example, if it would be inappropriate for you to give a gift to a Contractor, it also would be inappropriate for you to ask someone else to give the gift.

### **Our Purchasing Practices**

Purchasing decisions, including selection of Contractors, should be based on the best value received by the Church by proper means. Contractors should be evaluated in fair and objective ways, such as obtaining competitive bids, verifying quality and service claims and confirming the contractor's financial condition and adherence to honest business practices. Purchasing decisions should be properly approved. Purchases and other relationships with contractors should be by written agreement or order, setting forth clearly all necessary terms and conditions. Payments should be lawful, accurately recorded, traceable and consistent with the Church's established financial policies.

## **11. Avoiding Conflicts of Interest**

### **General Guidance; Disclosure of Potential Conflicts**

You should not engage in any activity that creates a conflict of interest with your responsibilities at the Family History Library. A conflict of interest arises when workers either use their position at the FHL, or association with FamilySearch for personal or family gain, or to further personal or family interests that are inconsistent with the Church's interests. You should promptly report to your supervisor, by completing a Disclosure of Possible Conflict of Interest form, any situation that constitutes a potential or actual conflict of interest involving you or anyone else. Full, complete and immediate disclosure reduces the likelihood that potential conflicts will become actual conflicts and protects you from allegations that you acted improperly. You should complete the Disclosure of Possible Conflict of Interest form at defined intervals or whenever your circumstances change.

### **Financial Interest in a Contractor or Business with Conflicting Interests**

You should not participate in making, or attempt to influence, Church decisions regarding actual or potential Contractors or other third parties in which you — or a family member or a person with whom you have a close personal relationship — have any financial interest. For this purpose, "family members" include any parent, spouse, child, sibling, first cousin, niece, nephew, uncle, aunt, grandchild, grandparent, father or mother-in-law, brother- or sister-in-law, son- or daughter-in-law and any step family member. Close personal relationships include dating, business, or financial relationships, or any other close personal friendship or joint interest an objective party could reasonably conclude might influence your judgment.

## **12. Offices and Directorships; Employment**

Before accepting a position as an officer, trustee or director of any legal entity, including nonprofit entities, you must advise your department or area HR manager, who may consult with OGC to determine if acceptance of such a position would constitute an unacceptable conflict of interest with the Church. The same procedure applies if you are asked to accept a public position or political appointment or if you decide to run for public office.

Employment is a potential conflict of interest and must be disclosed on the Disclosure of Possible Conflict of Interest form. Employment will not be considered an actual conflict of interest as long as the workers schedule does not have to be adjusted to accommodate the employment. Employment must not be carried out during hours the volunteer worker is on duty at the Family History Library.

## **13. Receiving Gifts, Favors and Entertainment**

The receipt by workers of gifts, favors and entertainment (collectively referred to as "Favors") from Contractors, potential Contractors, or those whose interests may be affected by Church actions can

create a conflict of interest. Favors include anything of value, including cash, gift certificates, discounts or favorable terms on purchases, loans, services, prizes, transportation, meals, entertainment or athletic event tickets, use of vehicles or vacation facilities, stocks or other securities, personal, home or office items, or home improvements. The potential list is nearly endless — these are just examples.

Church Workers should not request or hint for a Favor from contractors or others who seek to do business with the Church. Favors offered to workers and their family members generally fall into either of two categories:

#### **Usually Permissible**

Favors from any one source in a calendar year with a combined market value less than \$100 (or other, lower established level for your country or area) are usually permissible, if lawful and not otherwise contrary to the interests of the Church. (This does not include a gift of cash or its equivalent in any amount, which is always wrong, as noted below.) Examples in the “usually permissible” category may include:

- Occasional, reasonable meals with a business associate even if Church business is not discussed.
- Sports, theater and other cultural events, when the giver accompanies you to the event.
- Discounts or other benefits offered by the Contractor to the public or to all of its customers.
- Common business gifts of nominal value such as promotional or commemorative items (pens, calendars, sweatshirts, candy, etc.). (Where practical, share such items with others in the office.)

#### **Always Wrong**

You may never accept or request:

- Cash or cash equivalents (gift cards or certificates, loans, stock, etc.) in any amount.
- Any Favor that would be illegal or result in any violation of law.
- Any Favor with an understanding for you to do anything in return.
- Any Favor that is unsavory, is sexually oriented, or would reflect poorly on the Church.
- Any Favor you know or believe would violate the standards of the giver’s employer.

If you are offered a Favor that does not clearly fit into one of these two categories, ask your area or departmental HR manager or your supervisor whether it is appropriate to accept it or contact the Standards Line.

If you are offered a Favor that violates Our Standards of Conduct, you should promptly inform your supervisor and your HR manager. Follow their direction in responding to the person who offered or gave the Favor to you. You should also promptly return any cash or cash equivalent. If you work in an area where offers of Favors inconsistent with Our Standards of Conduct are common, you should inform all Contractors with whom you deal of the applicable Standards.

#### **14. Use of Church Property, Facilities, or Assets**

You should not use the Church’s property, facilities or assets for personal benefit or financial gain. For example, you should not:

- Engage, during your working hours, in business activities that are not a part of your assigned duties.

- Display merchandise, solicit guests or co-workers, distribute literature or participate in fund-raising for personal interests (business, political, charitable or other) during work time or in work areas.
- Use Church-owned computers, copiers, phones, or other equipment for personal benefit or financial gain.
- If you do genealogical client work and a guest asks if you accept client projects, you can say yes but all terms, conditions, client expectations, and liabilities are upon you, not the Family History Library or FamilySearch. All meetings with a client should be done outside of work time.
- If you do genealogical client work, you cannot use the Family History Library or FamilySearch in any form of validation or endorsement to further personal interests.

## **15. Avoiding Bribery, Kickbacks, Fraud or Other Misconduct**

Just as it is improper to accept Favors that may influence your work at the Family History Library, you should not provide improper Favors to people who work for entities with which the Church interacts, such as governmental authorities or agencies or private Contractors.

You must not provide any Favor — anything of value — as a bribe, “kickback” or other benefit designed to influence or compromise the conduct of the recipient. You also should not arrange to do it indirectly or allow anyone else to do it.

Examples of inappropriate Favors include:

- Giving any money, gift, loan, favor or thing of value to influence decisions or judgment.
- Giving a rebate, kickback or other Favor for obtaining favorable treatment for the Church.
- Providing improper Favors to a public official indirectly, such as by benefiting someone they suggest or with whom they have a close personal relationship.

The laws of the United States and of virtually all countries where the Church operates prohibit bribes or Favors to public officials. “Public officials” include government officers or employees, political candidates, political parties and their officials, employees of government-owned businesses and officials or employees of international organizations such as the United Nations or European Union. A violation of these anti-corruption laws is a serious criminal offense that can result in criminal prosecution, substantial fines and imprisonment, damage to the good standing of the Church and involuntary release from volunteer service. Consult the Church’s U.S. Foreign Corrupt Practices Act Guidelines, available on the Intranet and from OGC, for help in compliance in this regard. You should immediately report a possible or actual violation relating to providing Favors to other persons in connection with Church matters.

## **16. Protecting Property and Information**

### **Proprietary and Personal Information**

The Church produces valuable ideas, strategies and other operational information that is not released to the public (“Proprietary Information”). Such Proprietary Information is owned by the Church and may be otherwise confidential. The Church protects this information from use by outsiders. Personal information is also confidential, and privacy of such data may be protected by law. Examples of Proprietary Information are:

- Administration and operations information and strategies
- Financial information
- Personnel records
- Research and technical data
- Intellectual property such as patents, trademarks (including key identifiers such as the Church’s name and logo, The Book of Mormon and Liahona), service marks



and copyrights. (Policies relating to the use of the Church's intellectual property are established by the Church's Intellectual Property Division ("IPD").)

- Trade secrets of any kind

You should protect the confidentiality of and the Church's legal interests in the Church's Proprietary Information. Only reveal Proprietary Information to another Church Worker who has a specific need to know to perform his or her work. Sharing Proprietary Information with a third party may only be done with management's approval, usually under a written confidentiality agreement or other arrangement approved by OGC or IPD. You may be required to sign a document acknowledging these obligations.

During the course of your service for the Church, you may generate work product such as written materials, plans, computer programs or codes, photographs, artistic creations, or inventions ("Work Product"). All Work Product is owned solely by the Church and should be returned at any time upon request or when you stop providing services for the Church, whichever first occurs. Each worker must sign a Confidentiality Agreement and Assignment of Work Products Agreement, which contains a definition of confidential information and sets forth the employee's obligation to not reveal such information except as may be required by the employee's job responsibilities. Workers should be diligent in safeguarding information entrusted to them to avoid even the accidental disclosure of confidential information.

#### **17. Use of Proprietary and Confidential Information and Intellectual Property of Others**

We respect the proprietary and confidential information and intellectual property of others.

Accordingly:

- Do not use any proprietary or confidential information (including computer records) from prior employers.
- Do not load any unlicensed software on any Church computer.
- Do not accept or use proprietary or confidential information of another except under an agreement approved by your management and IPD.
- Do not use the trademark or service mark of a third party, without approval of your management and the IPD.
- Do not use or copy copyrighted documents and materials (including computer software, audio, video and off-the-internet or off-the-air recordings) without written permission from the copyright owner. Virtually all movies, TV shows, books, magazines, comics, newspapers, etc., are copyrighted. Copying or using these materials without permission is a form of theft. If you have questions in regard to copying or use, ask IPD.

#### **18. Keeping Political Activity Personal**

The Church does not endorse or oppose any political candidates or parties. Church contributions, either direct or indirect, to political parties or candidates are illegal in most jurisdictions and prohibited by Church policy. As an individual you may participate in the political process and make voluntary contributions to candidates and political causes of your choice. In such political involvement, you should make clear you do not act or speak for the Church. You should not use Church resources, such as Church email and other communication systems, for participation in any political campaign or process. You also should not engage in political activities during your work time at the Family History Library or on Church property.

#### **19. Updating Our Standards**

The Church may change Our Standards of Conduct and other HR Policies over time to meet changing needs or requirements. Our Standards are not intended to create contractual or other legal obligations on the Church.